

Fire Department

City of Newton Performance Management Scorecard
January 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric	Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
1. Maintain a trained department of fire personnel								
Training Hours	Achieve 5000 total training hours in FY12	235	235	400		2836	6286	
% of Firefighters and officers who received monthly specialty training	Ensure that 85% of officers receive specialty training each month		85.00%	80.00%			74.14%	
2. Respond quickly to emergency calls								
Average Response Time of Medical Calls	Maintain or improve average from previous years	4:12	4:12	4:00		3:54	3:51	
% of responders on scene within 6 min (all calls)	Maintain a minimum of 90%	88.67%	90.00%	90.00%		88.14%	90.43%	
% of responders on scene within 6 min (fire calls)	Maintain a minimum of 90%	95.67%	90.00%	100.00%		89.57%	98.14%	
3. Provide fire prevention in the community								
Total # of fires	Maintain or decrease average from previous years	10	10	11		95	80	
Number of Inspections	Maintain or increase average from previous years	114	114	153		1478	1467	
Number of Violations/Citations written	Maintain or decrease average from previous years	2	2	1		36	28	
Number of Permits issued	Maintain or increase average from previous years	100	100	98			786	

Notes